

SNAPP (support network for all parenting practitioners) July 25th. 2010



REPORT

The SNAPP event, held at the Bridge Centre at Birches Head, attracted 68 practitioners across all sectors who work with families. The theme of the event 'Think Family' built on the last event and provided feedback about developments across the City. The event followed the recognised format of the SNAPP with speakers, speed data, workshops and time available for practitioners to network to enable practitioners to find out more around other services in support of the families they work with.

The opening speaker, **Rob Johnstone** (Strategic Manager – Early, Extended and Enhanced Learning, Universal Services) gave an introduction to the day, welcoming participants, praising their commitment to attending and highlighting the opportunities to learn from these events about the changes and developments within the Think Family agenda. Rob announced that he was stepping down as Parenting Commissioner and leaving to take up a post in Derby but he felt that parenting and family support was now high on the agenda in the City, especially within Children and Young People's Services.



Kerry Madden (Policy Development Manager, Children and Young People's Services) then spoke about the Engagement Implementing Change Group, the changes happening around engagement and the focus on getting information about what the issues are for parents and carers to enable the City to develop services that meet the needs of families. Kerry stressed that the views of parents has influenced the development of the Children and Young People's Plan (CYP Plan) and that demonstrable feedback information was available on the stoke.gov website to enable practitioners to show parents that their comments had been taken into account. (Stoke-on-Trent Children and Young People's Plan 2010-13 - Responding to local issues).



Lesley Boughy (Engagement Service Manager and Parent Expert) thanked Rob for all his support at SNAPP events and for helping to make parenting/family support much of a more high profile priority. Lesley also highlighted that input from practitioners at the last SNAPP event had influenced the development of both the CYP Plan and the new Think Family Strategy which will be out for further consultation later in the year. Lesley then went on to talk about the need for support for parenting practitioners delivering parenting programmes and the intention to develop Peer Support Networks. This will enable the exchange of good practice as well as the ability to raise issues or concerns to ensure quality delivery and supported practitioners.



Chris Welton (Service Improvement Manager and Think family Coordinator) introduced himself as the new Parenting Commissioner and Think Family Coordinator giving an overview of the developments within the Think Family agenda and the progress to date of the Think Family Strategy. Chris also agreed that as Parenting Commissioner he is available as the point of contact around parenting issues that cannot be resolved elsewhere – both for practitioners and for parents – and he is willing to be a visible 'face' of parenting across the City.



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Practitioners then broke into the Speed Data exercise with five information tables led by facilitators:

- Engagement Network
- Parenting Programme Peer Support
- Early Support
- Parental Mental Distress
- Common Assessment Framework (CAF)



These provided opportunities to gather information and make a decision about which workshop to attend as the workshops mirrored the Speed Data tables, the workshops in the afternoon allowing for further discussion and more in depth exploration of the issues for each topic.

Lunch was provided after the Speed Data Exercise and an opportunity for everyone to sign up to the workshop of their choice. There was an extended break to enable practitioners to network. Explore issues with other practitioners and gain information from the displays in the main room. Displays were provided by:

- Family Support Network
- Hope Children's Centre
- North Staffs Carers Association – Young Carers
- Home-Start
- Gingerbread
- Brighter Futures
- Face2Face
- Fleetkins Family Fun
- Family Information service
- Stoke-on-Trent Portage service – Toy Library
- Pre-School Learning Alliance
- Westfield Children's Centre
- Common Assessment Framework
- Children & Young People's Trust
- Aiming Higher
- First Steps Psychological services
- Risk/Arrest Referral service
- Teenage Pregnancy service
- Harplands Hospital/Fenton Children's Centre



After lunch practitioners broke off into five workshops:

1. **Engagement Network** – led by Christine Mynett, Engagement Officer at VAST Children and Families Team

Aim:

- Begin to map parental engagement opportunities citywide
- Look at communication mechanisms for capturing key messages emerging
- Coordinate and collaborate on consultation exercises
- Assist the Trust in understanding the views, needs and wishes of parents and carers in order to ensure services meet the needs of families.



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2. **Parenting Programme Peer Support** – led by Lesley Boughey, Parent Expert at VAST Children & Families Team



Aim:

- Provide an overview of the Parenting Programmes recommended by Stoke-on-Trent
- Provide information about plans for Peer Support Networks
- An opportunity to shape what will develop
- An opportunity to talk about any issues or concerns around delivery of programmes.

3. **Early Support** – led by Barbara Petrie, Senior Educational Psychologist



Aim:

- Introduce the Early Support programme for young people with disabilities (0-5 years), the Family File, Family Service Plan and information booklets.

4. **Parental Mental Distress** – led by Josey Povey (Ward Manager, Ward 3, Harplands Hospital) and Alex Wallbank (Fenton Children's Centre)



Aim:

- To give an overview of parental mental distress and the journey so far in developing support for parents and the links with Children's Centres.

5. **Common Assessment Framework (CAF)** – led by Claire Maxwell (CAF Coordinator) and Karen Long (Engagement Development Worker, VAST)



Aim:

- To enable practitioners and parents to play the CAF game – the game is a way of learning and understanding the CAF process through interaction, team work and fun.

Individual workshop evaluations were discontinued as a result of feedback from the last SNAPP event and workshop evaluation was incorporated into the main evaluation form (see Appendix 1)

Following the completion of the workshops participants were invited to return to the main room for a Question and Answer session with the facilitators of the workshops. However as many participants had to leave at various points in the afternoon there was insufficient response so the event ended slightly early. This may indicate that a full day event is proving too long for practitioners to take time out of the working day.

Evaluation:

In general most of the practitioners felt the event was worthwhile and they had learnt something that they could take back and use in practice. The speed data exercise and workshops were well received and, as usual, the networking opportunities were highlighted as being really useful. However some felt that elements of the event needed reviewing and we will take these into consideration when planning another event.

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Summary:

This SNAPP event was not as well attended as usual, there were other things going on around the City that practitioners were also attending, better sharing of information about and coordination of events would help prevent that happening in the future. The content of the event was appreciated by practitioners and highlighted a real need for further coordination, information sharing and partnership building in meeting the needs of families. The Speed Data exercise was highlighted as a valuable way of sharing/gaining a lot of information in a short time. There were some comments about format and with the low turn-out there is perhaps a need to review the SNAPP events and reconfigure – perhaps a half day session would enable more practitioners to take time out from their busy work schedules.

Presentations from the speakers and workshop information are available on request and will also be available on the VAST website at vast.org.uk/Children and Families Team – downloads and reports – **snapp** (support network for all parenting practitioners) event – presentations June 2010

For further information or to explore any of the issues raised please contact:

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Appendix 1: Full evaluation results:

1. How does this event compare with other events you have been to elsewhere?

Far worse	Not as good	About the same	Much better	Far superior	First time	Not answered
0%	0%	70%	15%	3%	3%	9%

2. Tell us how useful you think this event will be in your life / work

- This information has been very helpful as an outreach worker
- Sorry we missed am, afternoon useful, contacts made
- Some useful elements
- Better links with other organisations and partnership working
- Update my knowledge in my workplace
- Very good for networking opportunities and to know what's out there for parents
- Very
- It has been useful to reconnect and to find out about what others are doing
- The workshops help with my MH role
- Help me to work better with families
- Quite
- Useful to know about other services / practitioners
- Made new links with the Harplands
- Useful for knowing other agencies
- Fairly useful
- Networking / experience of workshops / information
- Networking and speed data gathered & info from stands will be used to help support the families I work with
- Good to meet other agencies
- Will use information in my work with parents
- I will use the information with families that I work with on a daily basis
- New knowledge and access to information
- Networking very useful
- I am now more informed

3. Were you happy with the content, pace and delivery style of the event?

Yes 76% Not answered 24% If no please tell us why.....

4. Did you find the Speed Data useful?

Yes	No	Not Answered
85%	0%	15%

Please tell us why...

- ◆ Updated my knowledge
- ◆ See other projects
- ◆ Short time slots to avoid info overload

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- ◆ Good to get knowledge on various issues
- ◆ I went to tables I wouldn't have normally and found it very informative
- ◆ Fast / impactful / not boring
- ◆ Very useful
- ◆ Helped you to make a decision for workshops
- ◆ Useful info on other services / developments
- ◆ Quick snap shot of what is on offer
- ◆ Brief snap view of some services
- ◆ Snapshots of useful info – encouraging us to find out more & contacts
- ◆ Information shared beforehand
- ◆ Lots of snappy delivery
- ◆ Psychiatric services
- ◆ Good networking for info
- ◆ Finding out about new services
- ◆ Information to the point about services

5 Will you find this information helpful in your role?

Yes	No	Not Answered
85%	0%	15%

Please tell us why...

- ◆ Updated my knowledge
- ◆ Can use some parenting courses / communication
- ◆ We work more with children rather than parents directly, but still useful to know
- ◆ I am working with children so it is good to find out about engagement services and places to signpost to
- ◆ For referral purposes
- ◆ Partnership working
- ◆ I can share information with parents and staff
- ◆ Accessing info / service
- ◆ Working with parents
- ◆ To ensure there is better understanding
- ◆ New ideas
- ◆ Working with families who will need all the services
- ◆ Made new links
- ◆ Referral pathways
- ◆ Updated info
- ◆ CAF game – parental engagement, emotional & mental health –SEN
- ◆ Working with families

6 Were you happy with the content, pace and delivery of the workshop you attended?

Yes	No	Not Answered
82%	3%	15%

Engagement Network

Please tell us *one thing* you have learned and will take away from this workshop

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- ◆ Contacts
- ◆ Need for unified agencies
- ◆ New form for feeding back parent comments to the CYPT

Parenting Programme Peer Support

Please tell us *one thing* you have learned and will take away from this workshop

- ◆ Felt it brought out conflict within the 2 groups, interesting way of presenting this workshop
- ◆ There are a lot of alternatives to Triple P
- ◆ Importance that I pass on to staff the value of assessment
- ◆ Communication
- ◆ Different programmes run

Early Support

Please tell us *one thing* you have learned and will take away from this workshop

- ◆ Just being made more aware of importance of early support
- ◆ Early support is free and widely available
- ◆ There are services overlapping which is probably uneconomical 'globally'
- ◆ The importance of sharing the family support pack

Parental Mental Distress

Please tell us *one thing* you have learned and will take away from this workshop

- ◆ Awareness of mental health distress
- ◆ All of it
- ◆ Knowledge of the service
- ◆ Stronger / safer discharges to avoid re-admission
- ◆ Referral pathways
- ◆ All centres are involved in Harplands
- ◆ Success of joined up services

Common Assessment Framework (CAF)

Please tell us *one thing* you have learned and will take away from this workshop

- ◆ Reaffirm my knowledge
- ◆ The game can be used with parents who can't read / write. Also can be available in other languages
- ◆ Will play the game with parents to enhance their understanding of the CAF process
- ◆ Fun way of explaining what a CAF is, also what courses are available to parents
- ◆ There are many things

7 Help us improve future events for others by giving us your ideas as to how we might do that.....

- ◆ Not so many talks back to back
- ◆ More networking meetings e.g. FIP, Family Support, Home-Start
- ◆ More network meetings with other agencies other areas within 'Every Child Matters'
- ◆ Shorter lunch break – opportunity for other agencies to speak
- ◆ Continued update, that is so important in our work / use different days to enable part-time workers to attend
- ◆ More interaction
- ◆ Speed data again, network / lunch too long
- ◆ More interactive elements to the proceedings
- ◆ Everything was great

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- ◆ More health service providers
- ◆ Speed data was very useful

8 What would you tell someone who was thinking about going on the same event.....?

- Speed data is a good idea of getting quick info and putting names to faces
- More useful if you work directly with parents
- I would recommend it to other practitioners as it is a good insight
- Very useful
- Please go along
- Informative
- Interesting and lots of information
- How useful the event is in terms of networking / information etc.
- Go for it
- Get stuck in
- Definitely worth attending
- That it was very useful and well worth attending
- Relevant to anyone supporting parents or children
- Maybe if they were new to the role
- Any info useful
- A good opportunity to meet other professionals working with children
- They will gain information to lead a team

9 What will you do differently because of this event?

- Make use of the engagement forms for feeding back comments
- Try to engage with parents
- Relay young people's views back to participation – Christine Mynett
- Work with more partner agencies
- Introduce CAF game to parent group, build on our practice
- Communicate with customers
- Assessment importance
- Look at other parenting programmes
- Use early learning packs
- Ascertain whether mental illness has affected the family environment of my casebook
- Think the area I work in is good at liaising and feeding back to parents, we can always improve
- Not sure I will do anything differently as such

10 Please let us have any other comments you wish to give.....

- ◆ Very informative, thank you
- ◆ Nice lunch
- ◆ Alex was very good
- ◆ Thought the engagement would maybe give us more ideas and different ideas on how we could use different tools to engage
- ◆ Not the same atmosphere as previous – lack of stalls

12. Please rate this event on a scale of 1 to 10 (where 1 is less and 10 is more)

1	2	3	4	5	6	7	8	9	10	N/A
0%	0%	0%	0%	18%	12%	18%	25%	15%	0%	12%